

Global Alliance for Improved Nutrition

Job title:	Employee Relations and Safeguarding Lead
-------------------	--

Classification:	Grade 6	Direct reports:	0
Work location		Travel required:	0%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Working with governments, businesses and civil society, we aim to transform food systems so that they deliver healthier diets for all people, especially the most vulnerable.

Headquartered in Geneva, Switzerland, GAIN has offices in countries with high levels of malnutrition: Bangladesh, Benin, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, Rwanda, Tanzania and Uganda. To support work in those countries, we have representative offices in the Netherlands, the United Kingdom, and the United States.

At GAIN, we believe that everyone in the world should have access to nutritious, safe, and affordable food. Today, one in three people - drawn from nearly every country on the planet - are unable to consume enough nutritious food. We work to develop and deliver solutions to this daily challenge.

DESCRIPTION
<p>Overall purpose</p> <p>The Employee Relations and Safeguarding Lead will play a pivotal leadership role in the HR team and will be responsible for leading and taking full accountability for all aspects of service delivery for employee relations and safeguarding activity at GAIN, fostering a supportive, inclusive, and compliant work environment</p> <p>You will lead on shaping and overseeing the employee relations and safeguarding framework and strategy in order to support and strengthen GAIN's organisational culture and strategic objectives.</p> <p>In addition to this, the postholder will be responsible for mediating complex workplace conflicts, embedding a consistent organisational approach to safeguarding policies, practices and initiatives whilst upholding best practices across the organisation. Acting as a trusted senior advisor, the Lead will work closely with the Head of HR, staff, and senior leadership to foster a culture of respect, integrity, and collaboration.</p>
<p>Employee Relations:</p> <ul style="list-style-type: none"> • Lead on the development and implementation of employee relations strategies, ensuring alignment with organisational values and goals • Develop and embed the strategic organisational approach to managing employee relations cases across the organisation • Act as the primary point of escalation for complex employee relations matters, providing expert guidance to employees and managers on workplace concerns, policies, and procedures ensuring best practice. • Manage and resolve fair, thorough, and timely investigations into workplace grievances, complaints, and allegations.

Global Alliance for Improved Nutrition

- Establish, analyze and report on key employee relations data and trends to measure the effectiveness of ER initiatives, programmes and HR interventions, identifying areas of continuous organisational performance, transformation and improvement
- Oversee continuous progress in developing GAIN's culture where informal resolution of ER issues is effective thereby reducing the number of formal cases
- Ensure leadership teams have access to regular detailed information (dashboard, reports) for ER activity in their areas, ensuring their accountability to manage and mitigate any risks, delays and associated culture improvement initiatives
- Champion GAIN's culture of inclusion and zero tolerance of discrimination, bullying and harassment and advice on matters that arise in contravention to organizational policies.
- Partner with HR colleagues and leadership to proactively address organizational challenges and trends related to employee engagement and satisfaction.
- Maintain accurate and confidential records of employee relations cases documentation and records.
- Stay updated with industry's best practices and employment laws, ensuring compliance and promoting a positive work culture.

Safeguarding:

- Lead the design, implementation, and monitoring of GAIN's safeguarding policies and practices to ensure high standards and continuous improvements across the organization.
- Oversee and review systems and procedures for identifying, receiving, reporting, investigating and responding to safeguarding issues, concerns and complaints are in-place and operating effectively
- Build and maintain a safeguarding community of practice and support key stakeholders across GAIN to understand and implement policy
- Lead on the creation and delivery of regular training sessions and workshops, identifying training needs to raise awareness and upskill staff and people managers on safeguarding principles and best practices.
- Ensure compliance with legal, ethical, and organisational safeguarding standards across all locations.
- Collaborate with cross-functional teams to address safeguarding risks in programs, partnerships, and operations.
- Act as the organization's safeguarding focal point, providing expert advice and handling reports with sensitivity and confidentiality.

Policy Development and Compliance:

- Review, update, and enforce HR & Safeguarding policies to ensure alignment with legal requirements and organizational values.
- Stay updated on labour laws and safeguarding regulations in all countries where GAIN operates, advising the organisation on necessary adjustments.
- Support the Head of HR in audits, compliance reporting, and risk management activities.

Capacity Building and Awareness:

- Partner with Learning and Development colleagues to develop high standards of people management and leadership capability across the organisation, helping managers have the confidence and skills to manage teams and individuals effectively.
- Develop and deliver training programs on employee relations, safeguarding, workplace harassment, diversity and inclusion, etc.

Global Alliance for Improved Nutrition

- Coach managers and build their capacity to handle employee concerns and conflicts effectively and empathetically

Key organisational relationships

- Reports to the Head of HR
- GAIN People Managers and cross functional teams
- Finance and Legal Team
- HR Team
- Senior Leadership Team

JOB REQUIREMENTS

Skills & Competencies

- Demonstrated ability to lead, influence and inspire teams and stakeholders at all levels, driving both operational and cultural change.
- Excellent management and strategic leadership skills.
- Clear, systematic and systems thinking that demonstrates good judgement, problem solving, and creativity.
- Strong knowledge of labour laws, safeguarding principles, and best practices in employee relations.
- Comprehensive and up to date technical understanding of safeguarding, international standards and donor requirements
- Excellent team player with exceptional interpersonal and communication skills, with the ability to handle sensitive issues tactfully and diplomatically.
- Excellent problem-solving and decision-making skills to analyze complex employee relations issues and recommend appropriate actions.
- Strong conflict resolution and mediation skills to address and resolve employee grievances and conflicts.
- Resilience with ability to work under pressure and deal effectively with conflict and challenging behavior.
- Strong analytical and problem-solving abilities, with attention to detail.
- High level of emotional intelligence, cultural competence, and a commitment to diversity and inclusion.
- Proven ability to maintain confidentiality and act with integrity.
- Experience in training facilitation and capacity building.
- Continuous learning mindset to stay updated with changes in employment laws and industry best practices.

Experience

- Substantive leadership experience in employee relations, safeguarding, or a similar role, ideally within an international organization or NGO.
- Demonstrable experience of developing safeguarding policies and procedures, effectively embedding across a diverse organisation
- Previous management experience of managing, supervising, mentoring and motivating HR professionals or teams to deliver professional standards of practice and advice.
- Proven experience in service delivery and performance management
- Proven track record of handling sensitive investigations, conflict resolution, and policy implementation.
- Experience in managing employee relations within a diverse workforce

Global Alliance for Improved Nutrition

Education

- A university degree in a relevant discipline (e.g. Human Resources, Organizational Psychology, Law, International Development, Human Rights, Sociology, Gender or a related field) or equivalent. Master's degree preferred. Professional certifications in employee relations or mediation are beneficial

Other requirements

- The job description is not intended to be exhaustive. The post-holder must have a flexible approach to the duties of the role which may vary from time to time according to the needs of the Organisation.
- This role may include traveling to the Country Offices as appropriate and working to develop local capacity for Human Resources management.

WHAT GAIN OFFERS

- A competitive remuneration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition